

## CITY MANAGER'S REPORT

### *9/80 Trial Office Hours and Work Schedule Extended*

Based on the positive customer feedback on the Town's extended office hours (7:30-5:30 PM M-F) and staff response to the new schedule, the 9/80 work schedule has been extended from its original trial period of November 1, 2004 to January 31, 2005 through the rest of the fiscal year ending June 30. As you know, extended hours were introduced during the Town's grading moratorium and they have been well received to date. It is expected the schedule will continue to serve our residents well as the grading moratorium is lifted on April 1 and new and continuing private and public projects become active.



*City Manager Maureen Cassingham*

### **Proposed Comcast Schedule for Completion of Cable System Construction**

Comcast, the Town's cable system franchisee, has presented a tentative construction schedule for the build-out of their system in the public rights-of-way in Los Altos Hills. Virtually all the remaining segments of the system will be undergrounded. Construction of the first of eight nodes is scheduled to begin on or about March 1, 2005 with completion of the rest of the project by early summer 2005. Residents will receive mailed notices 30 days before work is scheduled to start in their neighborhood followed by the placement of door hanger notices 72 hours prior to construction. Laterals for residents wanting cable/HIS services can be installed at the same time as conduit trenching.

Vaults will be flush-mounted and laterals will be located taking into account aesthetics and minimal disruption to landscaping and other private property improvements. Town staff will provide inspection services to assure prompt button-up, clean-up and safety.

### **Status of Plan Development by Santa Clara County Task force to End Homelessness**

As you know, I continue to represent the Town as a member of the County's Task Force to End Homelessness in the next ten years. The Task Force began work on the plan to achieve this goal in December 2004 and hopes to complete its charge in April/May 2005. Concurrent with plan development has been a survey or head-count of the homeless population of Santa Clara County. Preliminary numbers, which include persons living in shelters and outdoors, found over 7100 men, women and children to be homeless. Plan Development discussions to date have included "housing first" strategies which have proven successful in other jurisdictions. Task Force membership is a combination of county and city government representatives, service agencies and organizations and the homeless themselves.

—Maureen Cassingham, City Manager

## TELEMINDER PILOT PROJECT

At their meeting of December 16, 2004, the Los Altos Hills City Council approved the one-year Pilot Project to participate in the City of Los Altos' Teleminder Emergency Alerting System. Teleminder is a sophisticated, 8-line telephonic notification system capable of calling residents affected by an emergency or event where there is a substantial threat to public safety and/or property. The Teleminder computer has an integrated mapping program to isolate a particular geographic area and display the exact number of residences within that area. Town staff can create and send informative messages to all telephone numbers in the specified region.

The Teleminder system is owned by the City of Los Altos and operated by its Police Department Communications staff. Trained operators for the Town of Los Altos Hills include the City Manager, Planning Director, Administrative Services Director and the Public Safety Officer. The Town anticipates the system will be operational by February 25, 2005. Once operational, staff will coordinate with the Sheriff's Department to develop protocol for the Department's use of Teleminder during non-business hours.

Even though your number is unlisted, Teleminder has access to all unpublished numbers in the Town for emergency notification purposes. The system will detect if it reaches a live person, data or fax line, message machine or voice mail and will play its announcement accordingly. Teleminder can detect lines which are busy or out-of-order and will recall busy numbers numerous times before giving up.

Here are some important things to know about Teleminder and its use:

- Inform your family members about Teleminder and that announcements will most likely be in English only
- Listen carefully to the instructions. If you miss a Teleminder message, listen for instructions at the end of the message for how to repeat the message
- Have children contact an adult in the house to listen to the message
- Refrain from using electronic anti-telemarketing devices attached to your phone which can interfere with incoming emergency announcements from Teleminder. Instead, you are encouraged to place your phone number(s) on the National Do Not Call Registry at 1-888-382-1222 or on line at [www.DoNotCall.gov](http://www.DoNotCall.gov)

For more information concerning Teleminder, contact Steven Garcia, Public Safety Officer at (650) 941-7222 x242.

**New Town Hall Dedication  
Planned for late April or early May.  
STAY TUNED!**

*For Council Agenda and Minutes,  
See our Website:  
[www.losaltoshills.ca.gov](http://www.losaltoshills.ca.gov)*